



**Coral<sup>®</sup> Sea Softswitch Sales Guide**  
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## 1. Product Description:

The Coral Sea Softswitch simplifies and combines voice, fax, video, and IP communications. It provides structure and an intelligence application that helps organisations integrate their communications more closely with business policies and practices. Instead of changing your business to fit equipment limitations, the Sea Softswitch is an application that allows you to configure and customise it to your needs.

With the Coral Sea Softswitch, employees, customers and business partners can communicate easily using advanced unified applications such as video conferencing, integrated voice conferencing, mobile IP soft phones, dual mode handsets mobile devices, voicemail, presence and more. The advanced web-based centralised management saves administrators and end users time and helps control costs, while improving productivity and competitiveness.

The Coral Sea Softswitch is very scalable and can easily fit from the smallest organisation to the largest enterprise. Using off-the-shelf servers, telephony gateways and endpoints, the Sea Softswitch can be tailored to fit any application in any environment.

The Coral Sea Softswitch can drive a large enterprise's communications environment or it can be used as an adjunct communication system providing companies with advanced features like:

- VoIP network servers
- SIP video
- Conferencing server
- IP call centers
- Communications for mobile workers
- Disaster recovery system
- Intelligent gateway server
- A communication hub for 3rd party applications and equipment

With a rich legacy of traditional telecom interfaces and compliance to industry standards, the Coral Sea Softswitch can be connected in front, along side or behind existing telephone systems, providing advanced features.

## 2. System Highlights:

- A pure IP unified communications system
- Open standards including SIP, MGCP, LDAP, CSTA, SQL
- Shipped pre installed with operating system, Coral Sea Softswitch software and applications
- Four different server models available for various performance, capacity, and redundancy needs
- 36 month worldwide warranty by IBM on the server hardware
- Central authorisation management
- Multi level Web based administration: system, group, user
- Available applications:
  - Routing: System rules and end user rules
  - Voice mail

- Auto attendant
- Unified Messaging
- Secure conference bridge
- ACD
- Video
- Working modes: centralised (single or multiple servers), distributed , networked with Coral IPx or Coral FlexiCom system.
- Terminals:
  - VoIP: FlexSet IP, T200M, T200S, FLIPS softphone, 3rd party SIP terminals including softphones, dual mode (GSM/Wifi) mobile handsets, videophones etc.
  - TDM: DKT, FlexSet (using Wave Gateway)
  - Analog: FXS gateway

### 3. User Benefits:

- User Centric – Single user with multiple devices (one bill and one mailbox)
- User can configure his phone and set routing rules via a convenient user portal
- Voice Mailbox and Unified Messaging for every user
- No geographic boundaries; multiple distributed Coral Sea Softswitch servers which can be located all over the globe create one unified system, with one database and one management. No clusters or other special topologies are needed.
- With its native SIP support, the industry standard protocol, the Coral Sea Softswitch can easily integrate with other VoIP, SIP enabled applications, devices and services.
- Advanced and intuitive browser based management. The Coral Sea softswitch can be managed from anywhere and, as the user can select the language used for administration, it is ideal for multi national enterprises.
- The Sea softswitch management provides easy navigation through configuration, setup and monitoring tasks in the system. Saves time and money by reducing system maintenance, technical support and training.
- Fault tolerance by design using up to NxN servers
- One distributed system to administrate via a single application vs. administrating multiple networked systems via multiple applications
- Simple, intuitive yet highly capable web based administration
- Wide choice of supported terminals from Tadiran Telecom and 3<sup>rd</sup> party including phones, softphones, video phones, dual mode (GSM/Wi-Fi) cellular phones and WiFi phones.
- Connect to service providers via PSTN gateways or via SIP trunks
- Investment protection for existing Coral IPx and Coral FlexiCom users (Tadiran Telecom's Evergreen philosophy) that allows reuse of the Coral hardware as a gateway (Wave Gateway)
- Open Standard: allows businesses to communicate with their back-office infrastructure (network, databases etc.) and installed applications
- Closed user group allows multi-companies or multi-department in a hosting environment with co-hosted applications

## 4. Positioning:

- Suitable for businesses of all sizes
- Perfect for organisations which require disaster recovery
- The Coral Sea Softswitch supports various topologies, from single site with one or many servers located in a single location to geographically distributed environments with servers located in different sites
- A Coral Sea Softswitch grows with your business. When business needs dictate, the system can be expanded to support additional users to enhance resiliency and handle distributed implementations (e.g. adding branch offices).
- Current Coral IPx and Coral FlexiCom users that would like to take advantage of the features and benefits offered by the Coral Sea Softswitch while reusing their current Coral hardware including cabinets, interface cards, digital and analog terminals.
- A communication hub. The Coral Sea Softswitch is a best of breed solution for connecting all enterprise communication applications. For example, if the organisation uses another vendors legacy PBX network, IP-PBX, Coral IPx QSIG or IPNet network, 3<sup>rd</sup> party mobility applications, 3<sup>rd</sup> party contact centers, IVR application, Microsoft Exchange Unified Messaging, Microsoft Office Communication server, etc., the Coral Sea Softswitch will function as a central hub, and will allow all of the enterprise communication applications to be connected, managed and routed by it.

## 5. System Elements Description:

### **Licenses**

The license management system is based on a single hardware authorisation key that resides on one Coral Sea Softswitch server in the system. The authorisation key contains all the software and hardware licenses that are allowed in the system. Adding or changing licenses is controlled from the web based administration.

The available licenses with the Coral Sea Softswitch are as follows:

### **User license**

- User license is required for every user (a person) in the system and may or may not be associated with an IP extension or any other extension using a FXS gateway or a Wave Gateway analog or digital phone.
- A user may have no extension, a single extension or more than one extension associated with him, but still requires only a single user license (user centric system)
- A user license includes a single voice mailbox license

### **Endpoint licenses**

Each telephone that is registered on the Coral Sea Softswitch requires an endpoint license

- Tadiran MGCP phone license:
  - FlexSet IP
  - T200M (MGCP)
  - FLIPS softphone
- Tadiran SIP phone license:
  - T200S (SIP)
- Wave Gateway phone license:
  - Analog phone
  - Digital phones: EKT, DKT, FlexSet
- Non Tadiran telephones license:
  - SIP phones, SIP clients and softphones
  - MGCP phones
  - FXS gateway

### **Trunk licenses**

- SIP Trunk
  - A license is needed for each concurrent call over a SIP trunk
  - A license is needed for each concurrent connection to an external application that uses SIP
- IPNet Networking
  - A license is needed for each concurrent call (when connecting a Coral Sea Softswitch to a network of Corals)
- Trunk License – Tadiran Wave gateway
  - A license for a concurrent call to analog or digital trunks using the Tadiran Wave gateway (PRI, BRI, E1, T1, E&M, LS/GS)
- Trunk License – non Tadiran gateway

- License for each concurrent call to analog or digital trunks using a non Tadiran FXO Gateway (Analog, BRI or PRI FXO)

## **Voicemail and Unified Messaging licenses (SeaMail)**

The Coral Sea Softswitch supports two SeaMail packages; basic and enterprise. By default each Coral Sea Softswitch is shipped with a basic 4 port SeaMail package (which translates to 4 concurrent calls). The number of ports in the basic package can be increased up to 8 ports. Each user includes a mailbox.

Additional SeaMail licenses include:

- A license for additional language (English and additional languages are included in the base license)
- A unified messaging license (per mailbox)
- Basic SeaMail package licenses:
  - Additional SeaMail ports (concurrent calls)
  - Upgrade from basic to enterprise SeaMail license (4 or 8 port)
- Enterprise SeaMail package licences:
  - Additional ports (concurrent calls) license (unlimited)
  - Text to Speech
  - Inbound / Outbound FAX
  - SeaMail networking license
- 3<sup>rd</sup> party voice mail
  - License to allow non Tadiran voice mail system to be connected to the Coral Sea Softswitch (The 3<sup>rd</sup> party voice mail must be tested and approved by Tadiran) .

## **Hardware**

The Coral Sea Softswitch software is shipped pre-installed on IBM servers. There are four models to choose from based on capacity, performance, levels of redundancy and fault tolerance needs.

There are four models to choose from:

- Business Package
- Business Package with RAID 1 support
- Enterprise Package
- Enterprise Package with RAID 5 support

Each of the servers comes with a set of licenses as follows:

- 4 port basic voice mail
- 48 party conference (G.711)
- 30 user licenses
- 8 SIP T200 series terminal licenses
- 4 FXO gateway licenses
- 10 Unified Messaging licenses

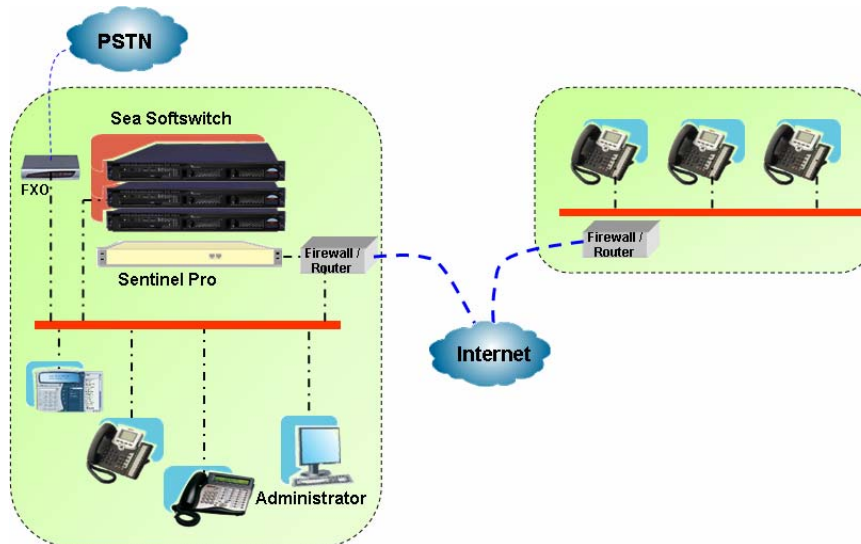
## 6. Typical System Configurations:

### **Centralised**

One or more Coral Sea Softswitch servers that reside in one physical location and support the communications needs of a non distributed organisation. Multiple servers in a single location are required to answer capacity, redundancy, fault tolerance and conference bridge size needs.

- Single server in a one site system configuration:
  - One Coral Sea Softswitch server (basic or enterprise package)
  - User licenses: per each user (person) in the system
  - Endpoint license: per endpoint
  - Trunk license: Number of concurrent calls through FXO or SIP trunk
  - Voice Mail concurrent calls (ports) needed
  - Unified Messaging licenses if needed
  
- Multiple servers in a one site system:
 

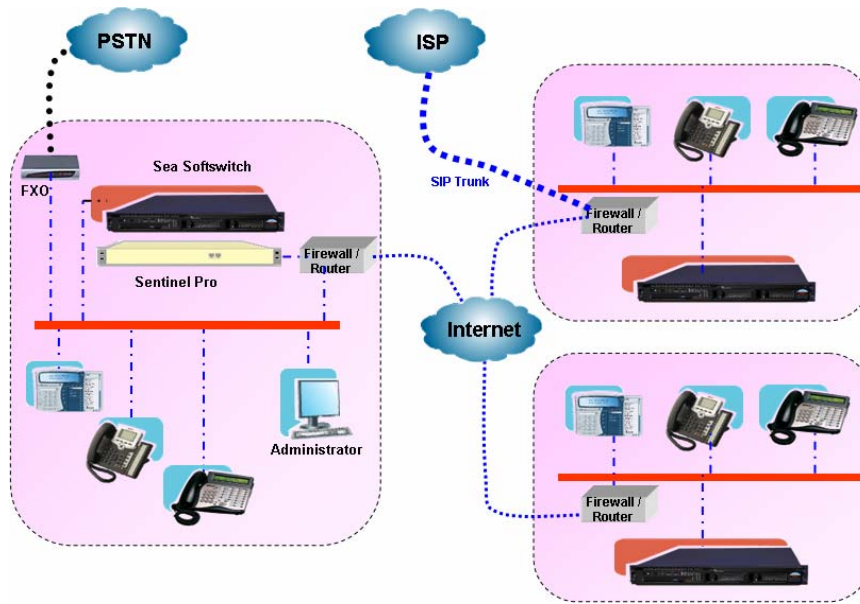
Includes all the licenses needed in “Single server in a centralised system” above plus and additional server license is required for each server additional server



### **Distributed**

Distributed system uses the same configuration and licenses needed in “Multiple servers in a one site system configuration”. Additional issues that need to be considered for these configurations include:

- The ability to have “local dial-tone” in each location for emergency calling, toll savings and backup when a WAN failure occurs
- Bandwidth considerations
- Security



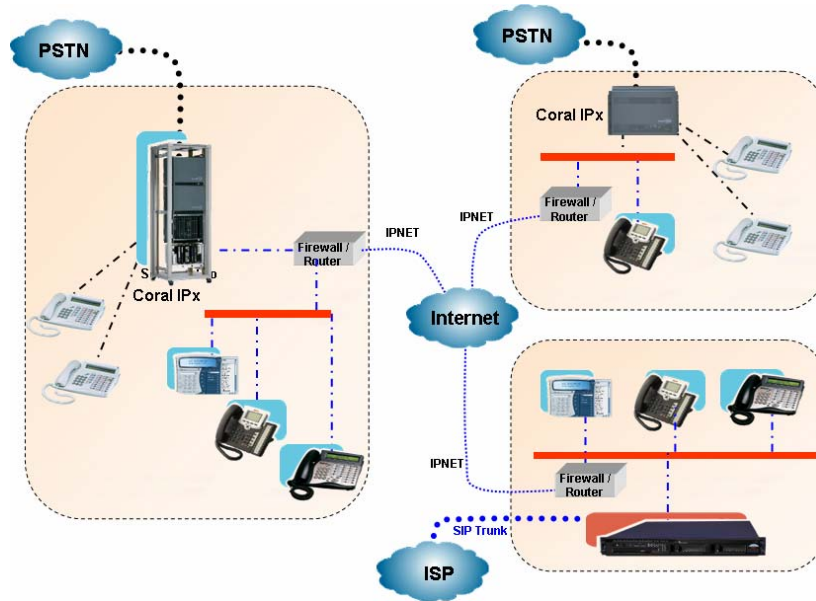
### ***Coral Sea Softswitch connected on an IPNET Network***

A Coral Sea softswitch connected to an IPNET network can serve multiple purposes:

- Survivable remote node – A small Coral Sea Softswitch server is located in a remote site, and connected via IPNET to the central Coral. The IP phones are connected either to the local Coral Sea Softswitch or central Coral. When communication fails, the IP phones and gateways automatically connects to the secondary proxy which is the local Coral Sea Softswitch.
- Application server (e.g. Voice mail, mobility application etc.)
- HUB - All the organisations' applications communicate via a centralised Coral Sea Softswitch communication hub. As the Coral Sea Softswitch is very flexible and uses open standards, it allows connectivity, routing, easy management, fault tolerance, and distribution. The communication protocol can be SIP, MGCP, CSTA, IPNET, etc. Among such application: remote Corals connected by IPNET, 3<sup>rd</sup> party legacy IP-PBX connected with SIP, Microsoft Office Communication Server 2007 connected with CSTA and SIP\*, Microsoft Exchange 2007 Unified Messaging connected with SIP\*, local and remote FXS and FXO gateways connected with SIP or MGCP, SIP trunk connectivity to service providers, SIP connectivity to mobility applications and cellular adaptors, etc.

\* Check availability with Tadiran

The licenses and servers needed depend on configuration (one or more servers) and are similar to the above configuration licenses. The only additional license needed is “concurrent IPNET calls”.



## Wave Gateway

This solution is suitable for the following cases:

1. Existing Coral IPx and Coral FlexiCom customers that would like to be able to upgrade to the latest technologies offered by the Coral Sea Softswitch while reusing existing Coral cabinets, line cards, trunk cards and phones.
  - Licenses needed: WG trunk licenses for all trunk types, and WG phone licenses for all phone types connected to WG (analog , FlexSet, DKT, EKT).
  - Hardware needed by system type:
    - Coral IPx Office: requires MRC card
    - Coral IPx (500, 800, 3000) & FlexiCom (200, 400, 5000):
      - MEX IP II
      - PUGW with MRC card
      - MAP card
    - Coral IPx 4000 & FlexiCom 6000:
      - Future availability
2. Coral Sea Softswitch users that need:
  - PSTN trunks (analog and digital)
  - Analog or digital phone support